

Performance Measures



AGENCY	ACCOUNT NAME	ACTIVITY/GOAL	PERFORMANCE MEASURE	TYPE
ACF		Promote employment	Adult AFDC recipient participation rate in the JOBS program	OP
			Proportion of AFDC cases with earnings	OC
			Number of job entries from the JOBS program	OC
			Number of refugees entering employment from employment-related social services	OC
			Number of individuals with developmental disabilities employed in integrated settings, e.g., competitive and supported employment	OC
		Promote independent living	Number of individuals with developmental disabilities living in residences of typical household size (6 or fewer members) and places they own, rent, or lease themselves	OC
		Promote parental responsibility	Number of paternity establishments	OP
			Amount of total child support collections	OC
		Provide affordable child care	Number of children receiving subsidized child care child care	OP
		Provide quality child care	Number of children receiving Head Start	OP
			Number of children receiving full day/full year Head Start services to meet the child care needs of parents in training or employment	OP
			Number of child care facilities that are accredited by a nationally recognized early childhood development professional organization	OP
		Improve the health status of all children	Percentage of Head Start children who receive dental and medical exams during the school year	OP
			Percentage of Head Start children who receive needed medical treatment, as indicated by exams they receive through Head Start during the school year	OC
			Percentage of Head Start children who receive needed dental treatment, as indicated by the exams they receive through Head Start during the school year	OC
		Ensure safety and well-being of children and youth	Proportion of children who exit the foster care system through either reunification or adoption within two years of placement	OC
			Proportion of children placed in foster care who are in foster family homes or homes of relatives (as opposed to group homes or institutional facilities)	OP
			Number of children and youth with developmental disabilities living in residences of 16 or more persons (as they move to their own individual or small group homes in their communities)	OP



APPENDIX B

Performance Measures

AGENCY	ACCOUNT NAME	ACTIVITY/GOAL	PERFORMANCE MEASURE	TYPE
ACF		Ensure safety and well-being of children and youth (cont'd.)	Proportion of youth returning to the streets after receiving basic center and/or transitional living services	OC
		Build healthy, safe and supportive communities and tribes	Proportion of Runaway and Homeless Youth programs using community networking and outreach activities to strengthen services	OP
			Number of volunteer hours contributed by Community Services Block Grant consumers in one or more community groups	OP
			Percentage of Low Income Home Energy Assistance Program recipient households that have young children under 6	OP
			Amount of non-Federal resources brought into low-income communities by the Community Services Network (non-federal funds mobilized)	OP
			Number of site visits in the delivery of outreach services by training and technical assistance providers to the diverse Native American population, with particular emphasis on urban Native organizations, rural and non-Federally recognized Tribes	OP
		Satisfy customers and partners	Partners' perceptions of services from ACF and its staff	OC
ATSDR	Trust Fund Account	Develop partnerships focused on results	Number of "results-oriented" partnership agreements established by ACF regional offices with ACF partners (traditional State plans or grant instruments are not counted)	OP
		Streamline ACF's organizational layers	ACF-wide manager-to-staff ratio	OP
			Diversity of ACF management positions during and after streamlining and reinvention as measured by changes or stability in proportionate representation of ethnic groups, gender, and disability status	OP
		Health assessment activities	Number of evaluations Number of site reviews Number of updates	OP OP OP
		Response activities	Number of health consultations	OP
		Toxicological activities	Number of toxicology profiles	OP
		Surveillance, health studies and registries	Number of site specific health studies Number of site specific interviews	OP OP
		Health education activities	Number of case studies Number of physicians trained	OP OP

OP - Output
OC - Outcome

Performance Measures



AGENCY	ACCOUNT NAME	ACTIVITY/GOAL	PERFORMANCE MEASURE	TYPE
CDC	Appropriation Account	Preventive health	States with data sources	OP
		Sexually transmitted disease	Syphilis incidence rates	OC
		Immunization	Reported cases of measles and mumps	OC
		Infectious disease	Distribute information materials	OP
		Tuberculosis	Tuberculosis incidence rate	OC
		Chronic and environmental disease prevention	States with tobacco use reduction plans	OP
		Childhood lead poisoning prevention	Number of children screened	OP
		Breast and cervical cancer prevention screening	Number of women screened Accreditation rate for facilities	OP OP
		Injury control	Articles and progress reports published	OP
		Occupational safety and health	Fatality assessments Health hazard evaluations	OP OP
		Epidemic services	Epidemic outbreak investigations	OP
		Health statistics	Published statistical information	OP
		HIV/AIDS	# of trained teachers and health department workers	OP
		Prevention centers	Number of prevention center grantees	OP
FDA	Prescription Drug User Fee	Human Drugs/Biologics	Percentage of applications reviewed on-time Percentage of supplements reviewed on-time	OP OP
	Operations	Foods and cosmetics	Samples analyzed Petitions completed	OP OP
		Medical devices	Pending applications Timeliness of applications completed	OP OP
		Animal drugs	Applications reviewed Timely approval of applications	OP OP



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FDA	Operations (cont'd.)	Financial management/ accounting services	Travel vouchers processed	OP
			Timeliness of travel payments	OP
			Age of travel advances	OP
			Invoices processed	OP
			Timeliness of invoices paid	OP
			# & type of disbursements	OP
FDA	Revolving fund	Color certification	Accounts receivable turnover/aging	OP
			# & type of collections	OP
			Cost per pound analysis	OP
			Average days to certify	OP
			Pounds of color additives certified	OP
			Rejection rate	OC
HCFA		Insulin certification	Cost per batch analysis	OP
			Batches certified	OP
		Improve the health of Medicare and Medicaid beneficiaries by making sure they have access to, and receive quality care	Decreased hospital mortality rates among Medicare beneficiaries due to acute myocardial infarction	OC
		Inform Medicare and Medicaid beneficiaries of health care and delivery systems.	Proportion of Medicare beneficiaries who are highly satisfied with their choice of health plans and the information available to them to make choices	OC
		Financial stewardship	Reduced Medicare overpayments	OP
		Technically competent, customer focused and service oriented work force	Improvements to the organizational structure, training and workplace culture that result in improved customer service, customer focus and efficiency	OP
HRSA	Appropriation account	Health professions and nursing student loans	Default rates	OP
			Debt collection rates	OP
		Health profession graduate student loans	Default rate	OP
			Debt collection rate	OP
		Vaccine inquiry compensation	Savings returned to the Trust	OP
			Payment processing timelines	OP

Performance Measures



AGENCY	ACCOUNT NAME	ACTIVITY/GOAL	PERFORMANCE MEASURE	TYPE
HRSA	Appropriation account (cont'd.)	National practitioner data bank	% queries processed on-time	OP
			Query completion rate	OP
			Dispute resolution timeliness rate	OP
			User satisfaction rate	OC
IHS	Appropriation account	Operational	Population served	OP
			Total program resources	OP
			Health expenditures per capita	OP
			Admissions	OP
			Trends in patient services	OP
			FTE costs as % program obligations	OP
			Admin. costs as % program obligations	OP
			Hospital day unit cost	OP
			Outpatient visit unit cost	OP
			Work unit productivity	OP
			Accreditation rates	OP
		Effectiveness—health status	Various mortality rates	OC
			Life expectancy	OC
			Infant mortality rate	OC
PSC	Working Capital Fund	Personnel and payroll services	Cost per personnel account	OP
			Accounts processed per FTE	OP
			Customer satisfaction	OC
			Separation processing timeliness	OP
			Servicing ratios	OP
		OS mail services	Customer satisfaction	OC
			Time to delivery	OP
		Regional administrative services	Customer satisfaction by service and region	OC
		Financial and accounting services	Cost per financial transaction	OP
			Interest penalties - # and \$	OP
			Prompt payment rate	OP
			Penalty payment rate	OP
			% automated payments - # and \$	OP
			Timely travel payments	OP
			Average posting of OPAC transactions	OP
			Timely report to central agencies	OP
			% collections to collectible receivables	OP
			% reconciled cash reconciliations	OP
			% reconciled suspense accounts	OP



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PSC	Working Capital Fund (cont'd.)	Unique supplies	Order cycle Customer satisfaction	OP OC
		EEO complaint investigations	Cost per investigation Investigations processed per FTE % invest delivered within 150 days	OP OP OP
		Cost allocation services	Total cost savings Case backlog \$ saved per negotiator Return on investment Customer satisfaction	OP OP OP OP OC
		Audit resolution services	% of cases that go to appeal Cost per case	OP OP
		CASU (NY and KC)	Savings over market rate	OP
	Service & Supply Fund	Supply distribution	Fill rate Requisition process time Back orders placed	OP OP OP
		Fiscal services	\$ value of invoices processed % of payments on-time \$ in interest penalties	OP OP OP
		Pcc	CPU usage	OP
		Personnel services	# of training programs Participant rating of training	OP OC

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